

Contents

Preface	vii
Acknowledgements	ix
1. Interactive Speech Systems	1
1.1 Introduction	1
1.2 Background and Scope of This Book	7
1.3 State of the Art	12
1.4 Unsolved Problems	24
2. Speech Interaction Theory	29
2.1 Introduction	29
2.2 Elements of Interactive Speech Theory	31
2.3 Context	37
2.4 Interaction Control	40
2.5 Language	49
2.6 Speech	53
2.7 Performance	56
2.8 Characterizing Systems	58
3. Developing Interactive Speech Systems	61
3.1 Introduction	61
3.2 The Development and Evaluation Process	62
3.3 Supporting Completeness and Consistency of Requirement Specifications	68
3.4 Representing Design Space and Design Reasoning	70
3.5 Speech Functionality	74
4. Interaction Model Analysis and Design	87
4.1 Introduction	87
4.2 Guidelines for Co-operative Interaction Design	88
4.3 Guidelines Illustrated and Explained	92
4.4 Development and Justification of the Guidelines	112
5. Wizard of Oz Simulation	127
5.1 Introduction	127
5.2 Wizard of Oz for Interaction Model Development	129
5.3 Planning Wizard of Oz Simulations	130

5.4	Developing the First Interaction Model	138
5.5	Iterating the Interaction Model	142
5.6	Uses of WOZ	144
6.	Implementational Issues	161
6.1	The Overall Dialogue System	161
6.2	Dialogue Control	164
6.3	Debugging	171
7.	Corpus Handling	177
7.1	Introduction	177
7.2	Transcription	178
7.3	Mark-up	181
7.4	Coding	184
7.5	Corpus Tools	188
8.	Evaluation	191
8.1	Introduction	191
8.2	Performance Evaluation	193
8.3	Diagnostic Evaluation	202
8.4	A By-product: User Errors	217
8.5	Adequacy Evaluation	225
9.	Next Steps in Interactive Speech Systems	231
9.1	Introduction	231
9.2	Advanced Mixed Initiative Interactive Speech Systems	231
9.3	Intelligent Multimodal Systems Using Advanced Interactive Speech	244
References	253	
Index	265	